

225.85**Issuing Food Benefits without a Participant Present****Overview****Introduction**

WIC food benefits can be issued without a participant physically present in limited situations.

Policy

Issuance is allowed in the situations listed below:

If...	THEN Issue...
Clinic is cancelled for reasons out of the local agency's control (e.g., inclement weather, catastrophe)	The benefits each participant would have received if they had come to claim them.
A scheduled telephone nutrition education contact has been completed	The benefits each participant would have received if they had come to claim them.
The participant has received a formula change, agency staff has received the required documentation and spoke with the parent/guardian	The benefits the participant would have received if they had come to claim them.
The parent/guardian/participant has an adequate reason for their inability to appear in clinic AND Rescheduling an appointment or designating a proxy are not feasible or reasonable actions <u>Note:</u> See Policy 225.75 for more information about missed appointments	One month of benefits AND Schedule an appointment for the following month when the remaining benefits can be issued.

Note: If the certification is done while the participant(s) are still in the hospital the benefits will not be issued until the participant calls the agency and notifies them that they have been discharged.

Issuing Benefits

Introduction

This section contains guidelines for issuing benefits.

Schedule for issuing benefits

Issue benefits as soon as possible.

Electronic documentation

When issuing benefits, mark the “No Signature Available” check box in the Signature Capture to User pop-up. Select the appropriate Reason drop down. Document in the data system that benefits were issued without the participant present and the reason for issuance.

eWIC cards

Participants **can** come to a clinic or agency office and show identification in order to receive a replacement card for lost, stolen or damaged cards **or if they choose a replacement card can be mailed.**

Envelopes

Use your own agency envelopes. These envelopes must have this statement:

Return Service Requested

Do not cover this statement with labels or stickers.